

**CODE: 2001  
FLSA: EXEMPT  
GRADE: 26**

**TOWN OF VIENNA, VIRGINIA  
JOB DESCRIPTION**

**JOB TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR  
INFORMATION TECHNOLOGY DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Under limited supervision, performs supervisory and administrative work in directing and coordinating the activities of the Information Technology Department. Work involves maintaining and planning for computer related needs to serve the citizens and staff; performing wide area network expansion and troubleshooting; providing backup and virus protection server maintenance and administration; performing database construction and maintenance; performing website construction and maintenance; and supervising employees. Reports to the Town Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Manages wide area network.

Maintains Town website.

Supervises Computer Technician and part-time Interns.

Analyzes and recommends information technology products and services for Town's technological environment.

Manages e-mail accounts and server.

Trains employees on use of Information Technology products and service.

Troubleshoots failed computers, including software, hardware, etc.

Performing Windows domain administration duties.

Provides security and serving monitoring.

Provides backup software management.

Performs virus control error management.

## **INFORMATION TECHNOLOGY ADMINISTRATOR**

Receives and/or reviews various records and reports such as error log for server, backup report, error log for switches and firewall symantec, and virus report.

Prepares and/or processes various records and reports such as error logs for server, error logs on switches/Firewalls, website statistics, and budget preparation.

Refers to Internet assistance, Information Technology peers, software help screens, telephone support, policy and procedure manuals, computer manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as IP Test tool, servers, firewall, switch, computer, etc.

Uses a variety of tools such as network laptop, tester, volt/ohm meter, hand tools, diagnostic equipment, etc.; a variety of supplies such as diagnostic cd's, backup tapes and cd's, new hardware components, computer supplies, general office supplies, etc.; and a variety of computer software such as Windows OS 2003 Server, Ipswitch FTP, Aeronis Ingo Backup, PI Vision, Cisco Network Assistant, etc.

Interacts and communicates with various groups and individuals such as the Town Manager, Town Council, municipal information technology peers, Town staff, Town department heads, and the general public.

### **ADDITIONAL JOB FUNCTIONS**

Provides backup support to Computer Technician and Police Information Technology Specialist.

Provides audio/visual setup with laptop and projection for some meetings.

Attends offsite meetings with other municipal Information Technology Directors once a month.

Verifies fiber optic maintenance contracts with Cox Communications,

Cleans the equipment.

Prepares purchase orders and budget annually.

Performs general office/administrative work as required, including but not limited to attending meetings, preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, etc.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a Bachelor's degree in computer science, information systems, or related field supplemented by four to five years of progressively responsible experience, two years of which have been in a supervisory capacity; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.

## INFORMATION TECHNOLOGY ADMINISTRATOR

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of climbing and balancing, stooping, kneeling, and crouching and which involves some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds). Tasks may require extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor and giving assignments and/or direction to subordinates.

**Language Ability:** Requires ability to read a variety of policy and procedure manuals, technical documents, budgets, etc. Requires the ability to prepare project reports, budget documents, correspondence, records, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to teach and counsel employees. Must be able to communicate effectively and efficiently with persons using computer and other terminology.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to utilize mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion. Must be able to use advanced applications of algebra, statistics, geometry and linear programming.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

## INFORMATION TECHNOLOGY ADMINISTRATOR

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures, and policies of the Information Technology Department as they pertain to the performance of duties of the Information Technology Administrator. Has knowledge of the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the theories, concepts, principles and practices of information systems management. Has thorough knowledge of the design, implementation, and maintenance of informational infrastructures. Has thorough knowledge of new technologies and is able to recommend changes to improve the current system. Has considerable knowledge of office methods, practices, and procedures. Has excellent technical, organizational, administrative, and interpersonal skills. Has considerable knowledge of computer system design and programming, including information system design, programming, and implementation. Has knowledge of and skill in project management. Is able to analyze and supervise the compilation of technical, financial, and administrative reports. Is able to make sound, educated decisions. Has knowledge of how to plan, organize, and direct a technical staff. Has knowledge of how to apply supervisory and managerial concepts and principles; has knowledge of administrative principles involved in developing, directing, and supervising various programs and related activities. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to offer training and assistance to subordinates, co-workers, and employees of other departments as required. Is able to use independent judgment and discretion in supervising various programs including the handling of emergency situations, determining procedures, setting priorities, setting schedules, maintaining standards, planning for future Town needs and resolving problems. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling, and grammar. Has knowledge of modern office practices and technology; has skill in the use of computers for applications, records management, data and word processing. Has the mathematical ability to handle required calculations. Is able to compile, organize and utilize various financial information necessary in the preparation of assigned budgets and knows how to prepare and monitor budgets. Is able to read and interpret technical / financial materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Has knowledge of how to react calmly and quickly in emergency situations. Has knowledge of the occupational hazards and safety precautions of the Department.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

## INFORMATION TECHNOLOGY ADMINISTRATOR

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of it. Questions such instruction and direction when clarifications of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**Planning:** Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

## **INFORMATION TECHNOLOGY ADMINISTRATOR**

**Organizing:** Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

**Staffing:** Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

**Leading:** Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

**Controlling:** Provides a work environment, which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

**Delegating:** Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

**Decision Making:** Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

**Human Relations:** Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

**Policy Implementation:** Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

**Policy Formulation:** Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance it.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.